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CONNERS
& BERRY PLC

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April 16, 2001

David Waddell, Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243

Re: Docket to Establish Generic Performance Measurements, Benchmarks and
Enforcement Mechanisms for BellSouth Telecommunications, Inc.
Docket No. 01-00193

Dear David:

Please bring the attached motion and comments to the attention of Director Greer,
the Hearing Officer in the above-captioned proceeding.

Sincerely,

BOULT, CUMMINGS, CONNERS & BERRY, PLC

By: *Henry Walker*
Henry Walker *by WLM w/permission*

HW/nl
Attachment
c: Parties

BEFORE THE TENNESSEE REGULATORY AUTHORITY
NASHVILLE, TENNESSEE

IN RE: DOCKET TO ESTABLISH)	
GENERIC PERFORMANCE)	
MEASUREMENTS, BENCHMARKS)	Docket No. 01-00193
AND ENFORCEMENT MECHANISMS)	
FOR BELL SOUTH)	
TELECOMMUNICATIONS, INC.)	

MOTION TO ACCEPT LATE-FILED COMMENTS

Access Integrated Networks, Inc. ("Access") moves to submit the attached, late-filed comments concerning performance measures in the above-captioned proceeding.

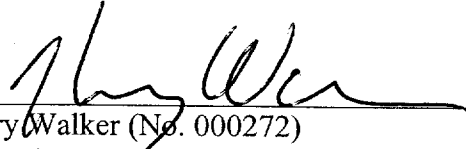
Since this docket has just been opened and no procedural schedule or time for filing replies has yet been established, the submission of these comments will not prejudice any party. Furthermore, these comments do not raise any new issues but reinforce and provide significant, additional evidence in support of the comments previously filed by ATM/Discount, Inc. concerning the frequent malfunctions of BellSouth's LENS system.

For these reasons, Access requests that these comments be accepted for filing in this docket.

Respectfully submitted,

BOULT, CUMMINGS, CONNERS & BERRY, PLC

By: _____


Henry Walker (No. 000272)
414 Union Street, Suite 1600
P.O. Box 198062
Nashville, Tennessee 37219
(615) 252-2363

BEFORE THE TENNESSEE REGULATORY AUTHORITY

NASHVILLE, TENNESSEE

IN RE: *Docket to Establish Generic Performance Measurements, Benchmarks and
Enforcement Mechanisms for BellSouth Telecommunications, Inc.*
Docket No. 01-00193

TESTIMONY OF RODNEY PAGE

1

2 **Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS FOR THE**
3 **RECORD.**

4 A. My name is Rodney Page. My business address is Access Integrated Networks,
5 Suite 101, 4885 Riverside Drive, Macon, Georgia, 31210, Main number: 478-475-
6 9800, FAX: 478-476-7997, E-mail: rodney.page@accesscomm.com

7

8 **Q. WHAT IS ACCESS INTEGRATED NETWORKS?**

9 A. Access Integrated Networks, Inc. (Access) is a provider of telecommunications
10 service to small business customers in the southeast. Founded in Macon, Georgia in
11 1996, the company is certified in the 9 states in the BellSouth region. Access
12 provides local service via the UNE-P product as provided in its Interconnection
13 Agreement with BellSouth.

14

15

1 Q. WHAT IS YOUR POSITION WITH ACCESS?

2 A. I am Vice President-Marketing and Strategic Development. A portion of my
3 responsibilities includes the development of the Regulatory function of the business
4 with the general objective of monitoring pertinent federal/state regulatory issues that
5 impact the company's ability to achieve its business plan. I have over 30 years of
6 experience in the telecommunications industry, including 21 years with BellSouth
7 and 7 years as president of my own consulting firm, all prior to joining Access in
8 July 1999.

9

**10 Q. WHAT IS ACCESS' INTEREST IN BELL SOUTH'S PROPOSED
11 PERFORMANCE MEASURES?**

12 A. With approximately 50,000 lines currently in place (3,000 +/- in Tennessee) the
13 company has had extensive experience in other BellSouth states (primarily Georgia)
14 in ordering and provisioning the UNE-P product. As we expand in Tennessee, we
15 are very interested in ensuring that BellSouth's performance measures adequately
16 reflect that company's competence in supporting CLECs' operations, specifically, the
17 UNE-P product. Access has recently become active in the regulatory arena and
18 supports the initiatives of other CLECs to insure appropriate performance measures
19 and remedies are developed and enforced.

20

**21 Q. ARE PERFORMANCE MEASURES IMPORTANT TO A NEW ENTRANT
22 STARTING IN THE TELECOMMUNICATIONS BUSINESS IN TENNESSEE
23 AND ELSEWHERE?**

24 A. Yes. Any service provider, particularly a small startup, is dependent upon its
25 reputation in the marketplace. Prospective customers have natural reservations
26 about switching from the incumbent carrier, and our company's business relationship
27 with customers is particularly vulnerable at the time of conversion. Operational

1 problems that cause a disruption of customers' service at the time of conversion
2 severely jeopardize the customers' confidence in Access as well as that of our sales
3 agents. In 2000 and 2001, we experienced problems with BellSouth that notably
4 impacted Access' ability to market its products. The only way to avoid these types
5 of problems is to have measures in place to ensure that the incumbent is treating the
6 CLEC fairly.

7

8 Additionally, the UNE-P product is unique and requires specific, unique performance
9 measures. UNE-P shares the characteristics of many other products. However,
10 UNE-P is very different from resale and should not be 'grouped' with resale for the
11 purposes of measuring performance.

12

13 **Q. WHAT TYPES OF OPERATIONAL DIFFICULTIES HAS ACCESS**
14 **EXPERIENCED WITH BELL SOUTH?**

15 A. We have encountered problems with BellSouth in OSS responsiveness, and
16 UNE-P specific provisioning issues such as: Coordination of disconnect ("D") and
17 new ("N") Orders, Reassignment or Loss of Facilities, Loss of Customer's
18 features, and Problem Resolution.

19

1 Q. WHAT DO YOU MEAN WHEN YOU SAY THAT YOU HAVE HAD
2 TROUBLE WITH OSS RESPONSIVENESS?

3 A. Access places orders to BellSouth via LENS, the electronic preorder and order
4 interface developed by BellSouth and Robotag, a BellSouth proprietary TAG front-
5 end interface. These interfaces utilize TAG, BellSouth's electronic gateway for all
6 electronic order processing. The TAG interface must be working in order for
7 LENS/Robotag to function. CLECs like Access are completely reliant on BellSouth
8 and these systems because, as a UNE-P provider, all the components of the end-
9 users' service are provided by BellSouth. However, there have been numerous
10 BellSouth system problems related to TAG.

11

12 Several due dates for the 'fixes' to TAG have been promised, the latest implemented
13 in November, 2000. However, we continue to experience reliability problems with
14 TAG, including some after the November 'fix'. Specifically, we experienced TAG-
15 related outages on the following days:

16

17 *November 1, 2000*

18

19 *November 6, 2000*

20

21 *November 9, 2000*

22

23 *November 14, 2000*

24

25 *November 15, 2000*

26

27 *Week of November 18, 2000*

1· *December 18, 2000*
2
3· *December 20, 2000*
4
5· *December 21, 2000*
6
7· *January 15, 2001*
8
9· *January 16, 2001*
10
11· *January 17, 2001*
12
13· *January 24, 2001*
14
15· *January 29, 2001*
16
17· *February 2, 2001*
18
19· *February 8, 2001*
20
21· *February 9, 2001*
22
23· *February 13, 2001*
24
25· *February 14, 2001*
26
27· *February 15, 2001*
28
29· *February 19, 2001*
30
31· *February 23, 2001*
32
33· *February 26, 2001*
34
35· *March 1, 2001*
36
37· *March 2, 2001*
38

1· *March 8, 2001*
2
3· *March 13, 2001*
4
5· *March 19, 2001*
6
7· *March 20, 2001*
8
9· *March 22, 2001*
10
11· *March 26, 2001*
12
13· *March 27, 2001*
14
15· *March 28, 2001*
16
17· *March 29, 2001*
18
19· *April 2, 2001*
20
21· *April 3, 2001*
22
23 The duration of these outages varies widely, but all have been extremely disruptive
24 and inhibited the company from both converting new customers and supporting
25 existing customers. As a UNE-P provider, Access is completely dependent on the
26 reliability of BellSouth systems. Outages, such as those described above, completely
27 debilitate the company. Much of the conversion order entry as well as
28 add/move/change activity of its installed base comes to a complete halt. These types
29 of problems in the BellSouth system cause backlogs in our service, and impair our
30 ability to provide the exceptional customer satisfaction that is the hallmark of our
31 company. These problems impact Access' ability to provide service in all of its

1

**2 Q. PLEASE TELL THE AUTHORITY ABOUT THE UNE-P SPECIFIC
3 PROVISIONING ISSUES ACCESS HAS EXPERIENCED WITH BELL SOUTH.**

4 A. The process of converting an end-user customer from BellSouth retail to UNE-P
5 is very complex. Unlike 'resale' where little changes on the customer's account other
6 than moving it from BellSouth's retail billing system to its wholesale equivalent, the
7 UNE-P conversion process literally consists of 2 separate work orders:

8 "D" (disconnect) order: disconnects the customer's BellSouth retail account.

9

10 "N" (New) order: reestablishes the account as UNE-P, billed to Access.

11

12

13 According to BellSouth, this is required due to the fact that the customer's BellSouth
14 retail account is usually 'flat rate' and the UNE-P product is 'usage based.'
15 However, the process is wrought with opportunities for severe failures.

16

**17 Q. WHAT TYPES OF FAILURES HAVE YOU EXPERIENCED WITH
18 BELL SOUTH?**

1 A. A common problem is that the "D" and "N" Orders are not worked at the same
2 time. BellSouth's systems are supposed to 'relate' the separate orders. However, at
3 times this does not occur. The "D" is worked and the "N" isn't. As a result, the
4 customer's service is disconnected completely. When this occurs, the customer
5 assumes the disconnect was Access' fault.

6

7 **Q. ARE THESE THE ONLY D&N PROBLEMS THAT YOU HAVE**
8 **EXPERIENCED WITH BELL SOUTH?**

9 A. No. Another problem we encounter is a loss of the customer's features. Unless
10 Access requests otherwise, the D&N process is supposed to convert the customer 'as
11 is'. That is to say that the customer is supposed to retain all the allowable features
12 and services that he or she had with BellSouth. Features such as hunting, call
13 waiting, caller ID, etc. are supposed to be retained automatically through the
14 conversion process. In some cases they aren't. Access suffered severely during the
15 summer of 2000 when hundreds of our customers lost their hunting feature upon
16 conversion. The hunting feature provides the ability for a customer to have one main
17 listed number with additional lines 'in hunting' behind the main number. Callers dial
18 the main number and the hunting feature searches for any available line in the 'hunt
19 group' and processes the incoming call to any of the customer's available lines.
20 When the hunting feature is not programmed properly, it, in effect, reduces the
21 number of lines the customer can receive incoming calls to one, the main number.
22 For a small business customer, loss of this feature is almost as devastating as losing
23 service entirely. It must be understood that provisioning the UNE-P product is a
24 unique process, and performance measures must be developed to insure that
25 BellSouth recognizes that uniqueness and is held accountable for supporting the
26 product effectively.

1

2 **Q. WHAT DO YOU MEAN WHEN YOU SAY THAT YOU HAVE HAD**
3 **TROUBLE WITH “PROBLEM RESOLUTION?”**

4 A. The provisioning problems described above are very complex and cannot be
5 resolved without intervention and assistance from BellSouth. They fall into
6 ‘purgatory’ between a service order problem and a maintenance problem. Though
7 progress has been made, 24-hour access to trained, skilled BellSouth personnel must
8 be improved. Therefore, *Service Center* access measurements must reflect the
9 criticality of the nature of UNE-P calls. Since customer outages caused by the
10 provisioning problems explained above must usually be solved by the Service Center
11 (not the Maintenance Center), access to it must be the same as for the Maintenance
12 Center.

13

14 BellSouth established a new centralized Service Center in Fleming Island, Florida
15 in late 2000. Access was not informed beforehand of the change in Service Centers
16 from Birmingham to Fleming Island. This initially caused significant confusion and
17 a drop in service quality provided. Access and BellSouth have established a useful
18 dialog to resolve problems, however, Access remains concerned about: 1) the lack
19 of experience of the BellSouth employees; 2) ongoing amount of incorrectly
20 processed orders; 3) ability to resolve problems in timely fashion.

21

22 **Q. WHAT SORT OF EFFECT DO THESE TYPES OF PROBLEMS HAVE AS**
23 **NEW ENTRANTS, LIKE ACCESS, TRY TO DEPLOY SERVICES TO**
24 **TENNESSEE CUSTOMERS?**

1 A. For a carrier entering a new market, its potential customers must have confidence
2 in the reliability of the new carrier they are considering. For small businesses, few
3 of its operational elements are more important than telecommunications. Often, a
4 prospective small business customer's decision to change carriers is dependent on his
5 perception of a competing carrier's ability to provide reliable service. In Tennessee,
6 Access will provide a local service alternative to a market (small businesses) that has
7 historically had few options available to it. BellSouth operational problems can
8 severely inhibit our ability to provide that alternative.

9

10 **Q. DOES THIS CONCLUDE YOUR TESTIMONY AT THIS TIME?**

11

12 A. Yes it does.

13

CERTIFICATE OF SERVICE

The undersigned certifies that a copy of the foregoing has been hand delivered or mailed to the following persons on this 16th Day of April, 2001.

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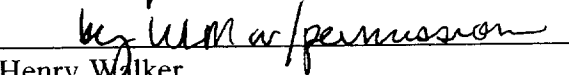
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